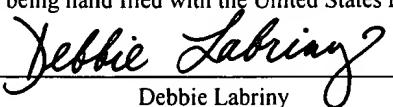




PATENT  
Docket No. 466592000100

CERTIFICATE OF HAND DELIVERY

I hereby certify that this correspondence is being hand filed with the United States Patent and Trademark Office in Alexandria, Virginia on June 22, 2004.

  
Debbie Labriny

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

Alain PENDERS

Serial No.: 09/643,749

Filing Date: August 23, 2000

For: SYSTEM AND METHOD FOR ON-LINE SERVICE CREATION

Examiner: Kevin S. PARTON

Group Art Unit: 2153

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Technology Center 2100

AMENDMENT UNDER 37 CFR 1.116

**BOX: AF**

Honorable Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated December 22, 2003, please amend the above-identified U.S. Patent application as follows.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.